



Driving Member Services Using the Web





Presenter

Dave Mims

President

davemims@sophicity.com

770-670-6940 x110





How would you like?

Your Member Services in the hands of Your Members?

Engaged Daily - Sharing with others - Servicing themselves

I ask that you walk with me as we dive into this...



In this presentation.

- **Your Perspective**
- **People versus Membership**
- **History of Services and Channels**
- **Why the Web**
- **Modern Web Services**
- **Future Web Services**
- **Considerations and Take Aways**



Channels

What do you
expect?



What do you expect?



FEATS CURTAIN UP

April 1996

INTRODUCTION

Just in time for FEATS 96 - looming round the corner and as Sir Francis Drake said "There is plenty of time to win this game" not by thrashing the Spaniards but perhaps by thrilling the audience and what wonderful plays we have in store!

FEATS 96- 24 - 27 May 1996 Kurtheater, Bad Homburg

Groups participating in this year's competition:-

LIST A

MOSACT	Maastricht
British Embassy Players	Bonn
Round Tower Players	Luxembourg
New World Theatre Group	Luxembourg

LIST B

Theatre de WAANzin	Ghent
Irish Theatre Group	Brussels
Wellton Theatre Club	Leoben
Theatre of Geneva	Switzerland

LIST C

Anglo-American Theatre Group	The Hague
Tagora	Strasbourg
In-Players	Amsterdam
CATS	Rheindalen

The plays to be performed have been written, amongst others, by Alan Ayckbourn, David Campton and Bernard Slade.

ACT 1 NEWS FROM FEATS THEATRE GROUPS

- FEATS fodder is regularly received from BATS, AATG, GEDS, NWTC, MOSACT, British Embassy Players, CTC but unfortunately many are missing If you wish to be included in this entertaining, informative FEATS newsletter, or if contact names, or addresses have changed, please do let me know by ☐ or E-mail me on Compuserve:-

Sally Seth-Smith
49 Peninsula Court
121 East Ferry Road
London E14 3LH

☎(44) 171 538 9489

or

E-me on Compuserve 100837,226

All editorial contributions readily received, particularly on FEATS 96!

Bits & Bobs

Did you know:-

- the British Embassy Players (BEP) will be celebrating their 15th Jubilee soon - CONGRATS
- BATS was founded 40 years ago - and celebrated by performing John Barton's 'The Hollow Crown' - an entertainment by and about the Kings & Queens of England
- ESTEC are planning a weekend of theatre & music on 15 & 16 June. For more details on ESTEC productions contact David Eaton ☎ (31) 1719 86555
- FEATS conceived in 1976 by the Anglo-American Theatre Group of the Hague, now rotates between the cities of The Hague, Luxembourg, Brussels, Antwerp and of course this year Bad Homburg near Frankfurt.

OR



What do you expect?



OR





What do you expect?

This eNewsletter provides information in relation to the Online Pay-roll Tax services provided by the Office of State Revenue (OSR).

Annual Reconciliation Process

You can now submit your Wage Adjustments and declare your Australia Wide Wages for 2006/07 financial year annual reconciliation process through Revenue Online (ROL).

Your **West Australian wages must be reviewed and corrected** where necessary **prior to lodging your Australia Wide Wages**.

It is the responsibility of the Designated Group Employer (DGE) to initiate the reconciliation on behalf of the group. **Do not complete** your reconciliation or lodge Australia Wide Wages if **all group members have not lodged** their monthly returns **and have not completed** their Wage Adjustments online.

To assist you in lodging Australia Wide Wages online, select one of the following links:

- [How to lodge Australia Wide Wages - Interstate DGE](#)
- [How to lodge Australia Wide Wages - Interstate Non-Group](#)

OR



CitySmart Newsletter - February 2010

Hi Dave,



2010 has started out with a bang! Kevin and I have attended events in Georgia, Virginia, and South Carolina. This includes GMA's Mayors Day in downtown Atlanta where we had a great time talking to Georgia's mayors and other officials. This year was particularly interesting because we got to visit with most of the 2010 gubernatorial candidates and hear what was on their minds. As you might expect, budgeting was a frequent topic with many cities discussing how they are working with their leaner budgets in the coming year.

At Sophicity, city budgets are always on our minds too. We've been hard at work extending our products to include additional tiered offerings in order to provide top-notch IT services to a city of any size. As your needs grow, we grow right along with you.

PS. In case you missed the news, [look at this photo](#) taken just

Newsletter Signup

Sign up for Sophicity's CitySmart Newsletter. Get all of the latest City Government and Municipal League news, articles, and interviews.

Go

Recent Media

To Open Source or Not Open Source [↗](#)

85% of Government IT Projects



When you get a eNewsletter?



What do you expect?

OR

What do you expect?



OR

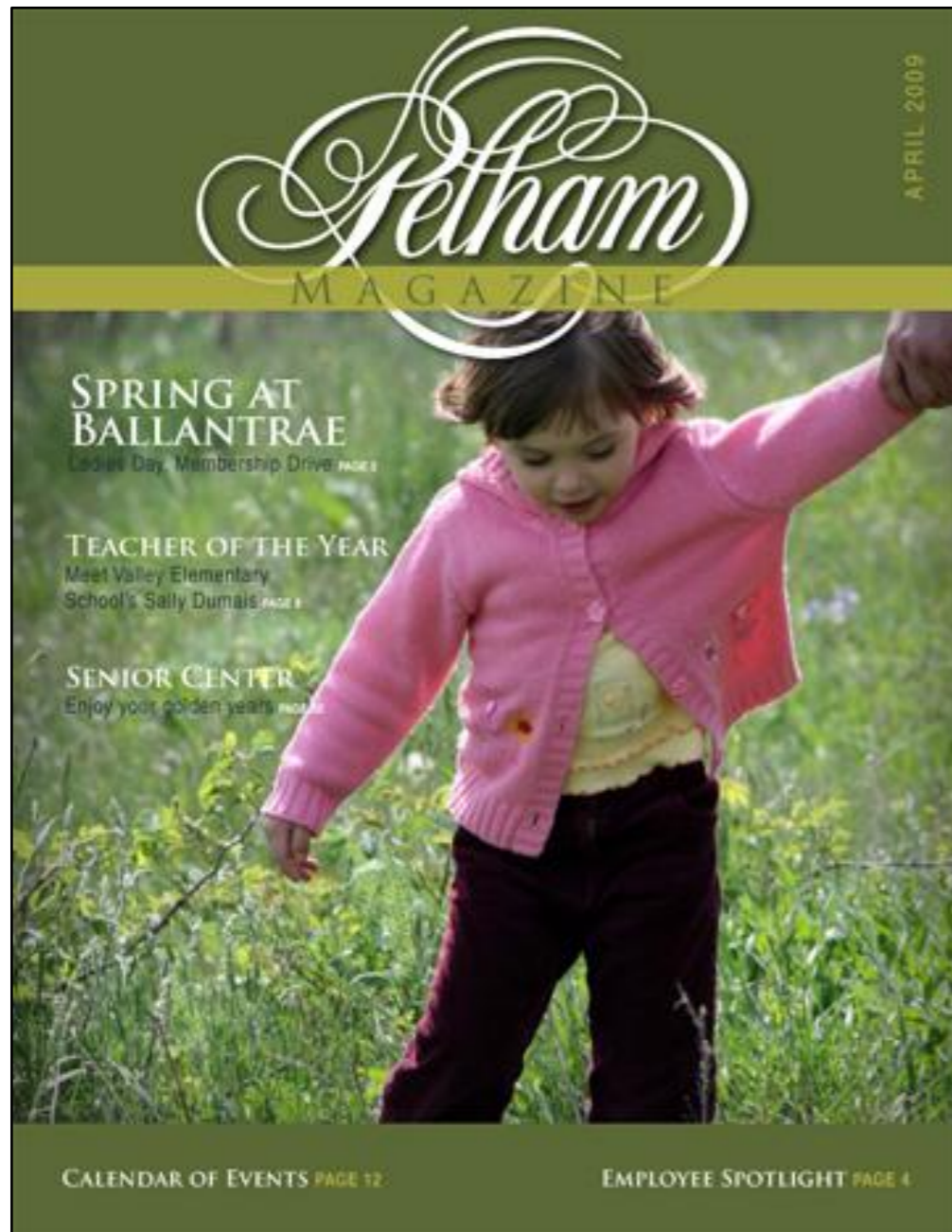


Channels

What do you
prefer?



What do you prefer?



OR



CitySmart Newsletter - February 2010

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[Go](#)

Recent Media

[To Open Source or Not Open Source](#)

85% of Government IT Projects

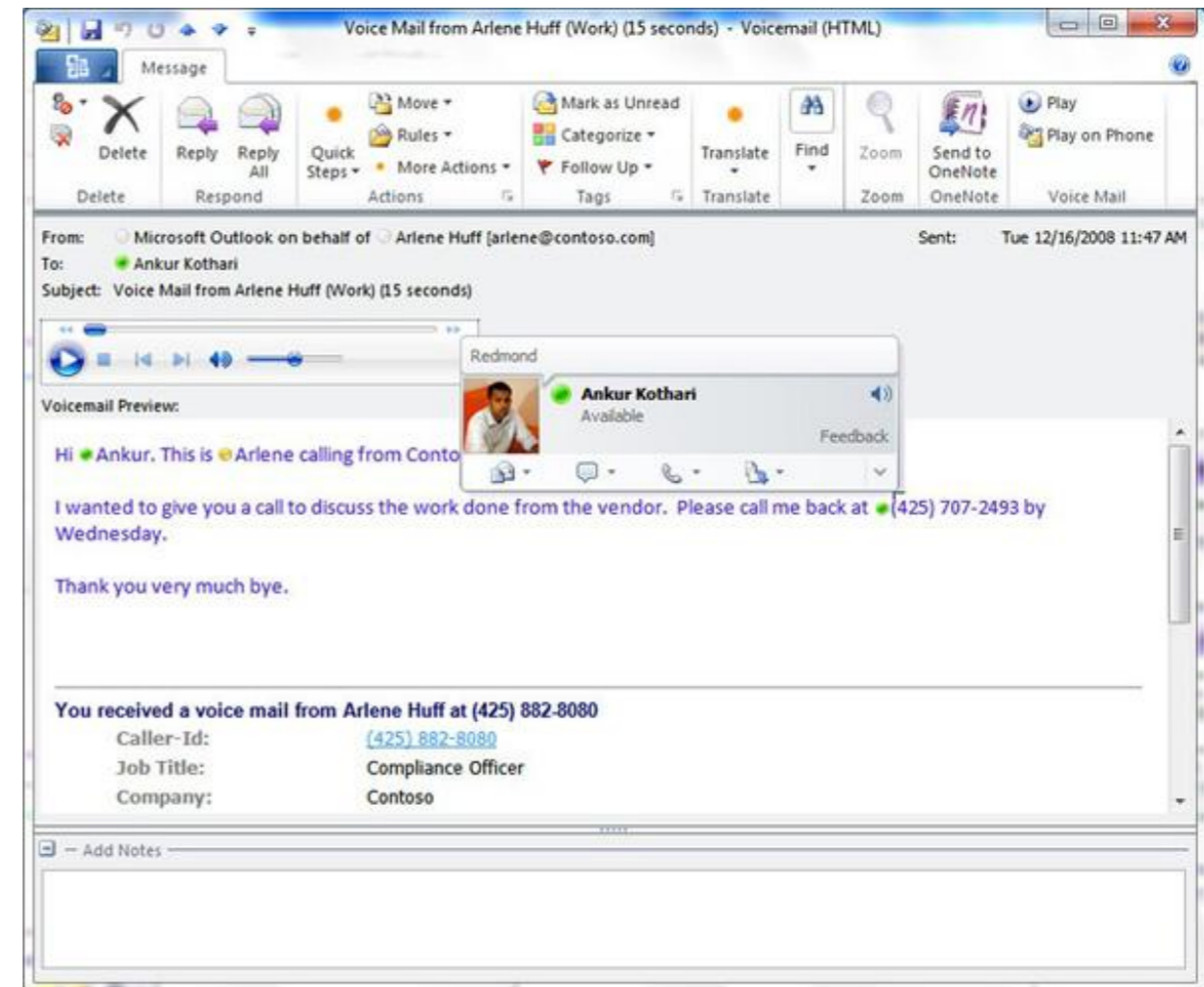


Paper newsletter or eNewsletter?

What do you prefer?

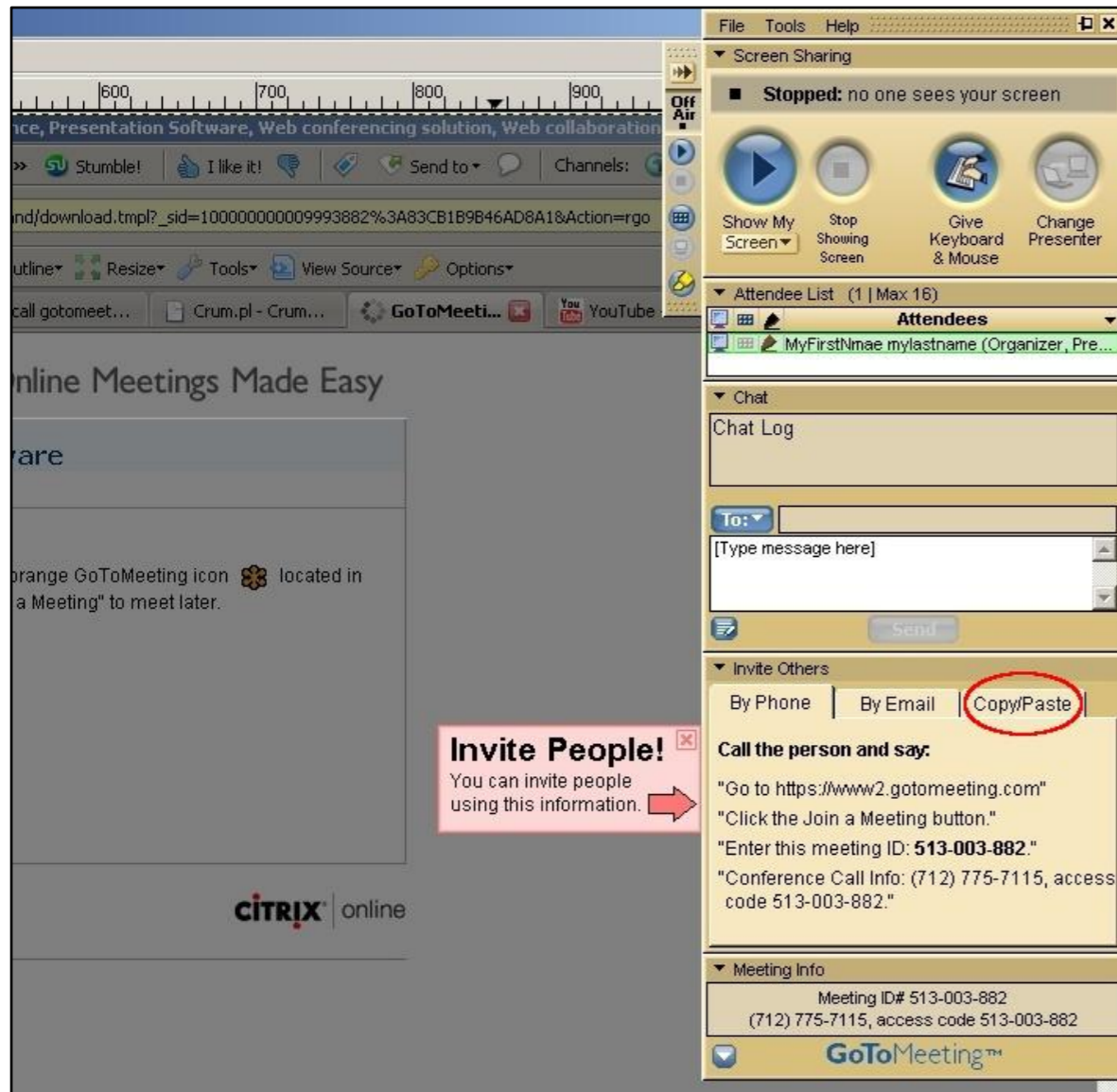


OR





What do you prefer?



OR



What do you prefer?



OR





What do “people” expect?

What *channel* do the
people of your membership
expect and prefer
when consuming your *services*?



Focus on People!

- Insurance
- Risk Mngt
- Lease Pool
- Leg Tracking
- Legal
- Telecom
- etc.

Service -> Channel

- Mail
- Call
- Meeting
- Convention
- Class
- Web
- etc.

The membership has all
types of people...



History of Member Services

Year	Service	Channel
1900s	Ordinance codification	Newspapers, Magazines, Conference Conventions
1910s	Legal Advocacy, Legislative Tracking	Advocacy
1920s		
1930s	Co-Op Purchasing Pools	Personal Assistance, Training Programs
1940s		
1950s	Group Health Insurance Packages	Radio
1960s	Retirement Programs (for a few)	
1970s	Insurance Risk Pools	
1980s		
1990s	Financing Programs, Telecom Management	TV, Websites, eNewsletters
2000s		Forums, Podcasts, Social Media, Twitter feeds

WHY the Web Service Channel

Internal League View:

- **Doesn't replace existing channels.**
- **Reduce cost.**
- **Reduce labor.**
- **Reduce time to deliver.**
- **Provide services 24x7x365.**
- **Other industries are capitalizing.**

WHY the Web Service Channel

External Membership View:

- Today people expect services and info on demand. The now experience.
- Today people expect to make updates and voice input that is transparent and unfiltered.
- Think of your own expectations as a consumer of services across the web.



Modern Web Services

- **Fresh Content**
- **User Engagement**
- **Self Service**
- **Rich Experience**



Fresh Content

Scores ▶ **NBA** Full Scoreboard » **NHL** **NCAA** **NCAAB** **GOLF** All Scores » **Regular Season: March 5, 2010** Auto Update: On

Final	Final	Final	Final	Final	Final	Final	Final	Final	Final	Final
DET 92	BOS 96	MIL 102	NYK 96	LAL 83	GSW 122	ORL 97	SAC 100	IND 114	NOR 91	OKC 104
CLE 99	PHI 86	WAS 74	TOR 102	CHA 98	ATL 127	NJN 87	DAL 108	DEN 122	SAS 102	LAC 87

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ALL SPORTS COMMENTARY PAGE 2 FANTASY VIDEO SPORTSNATION CITIES THE LIFE

All Scores NFL NBA MLB NHL College: Football | Basketball NASCAR Soccer TOPICS: Champ Week Women's Basketball World Cup

TOP STORIES TOP VIDEOS: Featuring Lakers lose again

11 a.m. ET on ESPN: College GameDay

Orange You Listening?
When Andy Rautins speaks, his teammates respond. That's one of the reasons Syracuse is No. 1.
[Weekend Watch](#) » [GameDay](#) » [Bracketology](#) » [Lunardi](#) » [Champ Week](#) » [Tourney Challenge](#) »

Marc Squire/Getty Images

11 a.m. ET on ESPN

College GameDay Syracuse-Louisville

LeBron Scores 40

NFL Free Agency

Simmons/Klosterman

HEADLINES MY HEADLINES ABC News »

- Bears ink Peppers for \$91.5M | Giants sign Rolle
- Cardinals trade WR Boldin to Ravens | Blog
- Stuckey collapses, stable in hospital | Cavs rally
- Woods will not return to field next week at Doral
- Miami acquires LB Dansby | Pats reward Wilfork
- QB Roethlisberger accused of sexual assault
- Terry has facial surgery | Mavs' streak at 10
- Vonn adds luster with discipline title in downhill
- Baylor coach: Griner a remorseful 'gentle giant'
- Joyner: Peppers' attitude is fine



Fresh Content

The screenshot displays the Georgia Municipal Association (GMA) website. The header features the GMA logo, the tagline "Advocacy Service INNOVATION", and navigation links for Login, Sitemap, and Contact GMA. A search bar is also present. The main navigation menu includes Home, News, Resources, Policy Center, Events, Services, Training, and Federal Stimulus.

Quick Picks

- Find A City
- Calendar Of Events
- Press Room
- Newly Elected Municipal Official Resources
- About GMA
- Staff
- Contact GMA

For Cities

- Marketplace
- Cities Of Ethics
- Workers' Comp Forms
- Life/Health Forms & Booklets
- Retirement Forms
- DC/DC Forms

Products

- Mail Merge Files
- GMA Cities Directory
- Friends Of Georgia Cities

Other Resources

- GMA Gas Section
- State Government Directory

Don't Mess with the Property Tax

The property tax is the ideal way to raise revenue for local government services.

David Brunori
Contributing Editor to State Tax Notes

Cities in the News

- City can't use SPLOST on bond debt
- Newton ineligible for state funding
- Magazine calls city affordable
- Louisville plans to crackdown on parking violations

view more stories

Top Stories

- Municipal Government Hall of Fame Nominations Now Being Accepted**
Nominations are now being accepted for GMA's Municipal Government Hall of Fame.
- Concerns flow about transportation funding bill**
A staid subcommittee meeting at the Capitol on Tuesday morphed into a local uprising against the heavy hand of the state, as interest groups poured out their concerns to legislators about Gov. Sonny Perdue's transportation funding bill.
- Audio: GMA update on the state budget and local revenue bills**
GMA's Lamar Norton discusses the state's budget, legislation that would limit municipal revenues and the need for city officials to remain engaged in the legislative process.

Viewpoints

Cities Make the Connection Between Community, State Bill Floyd, GMA President

When I reflect on who we are, city officials are truly a microcosm of Georgia - the heartbeat of our state.

Calendar

- Newly Elected Officials Institute
- SAVE Registration Webinars for Georgia Localities
- High Performance Real Estate - The Value of Connectivity
- Main Street Institute

2010 Connection
Connecting CITY HALL to the GOLD DOME

2010 LEGISLATIVE SESSION
Follow GMA under the Gold Dome

EVerify
SAVE
Systematic Alien Verification for Employment Program

Federal Stimulus

Georgia Cities Week
Energy to Transform
April 18-24, 2010

"If I Were Mayor, I Would..." Essay Contest

Slideshows

- Mayors' Day Conference 1 January

New content added daily.



Fresh Content



The
Florida League of Cities, Inc.

Home |  Become a Fan | Contact Us

HOME

LEGISLATIVE / ADVOCACY

SERVICES

FINANCIAL SERVICES

FMT INSURANCE

PUBLICATIONS

TECHNOLOGY SERVICES

RESOURCES

LEAGUE INFORMATION

EVENTS & TRAINING

LOCAL SELF-GOVERNMENT:
The **Keystone** of
American Democracy



MEMBER CITY:
Key West, FL



Legislative
Visit the Legislative home page



Florida's Cities
Browse the Member Directory



Our Services
Discover our programs and services

HEADLINE NEWS



Legislative Alert!
Important News Below!



Legislative Update: Mayors Rally at Capitol
The Florida League of Mayors launched a new initiative to protect local property taxpayers and citizens' rights to local self-government. Over the years, lawmakers in Tallahassee have passed hundreds of rules, requirements and rigid regulations dictating how local tax dollars must be spent, steadily chipping away at principles of smaller government and citizens' rights to local self-determination. [MORE>](#)

2010 Legislative Session:
TRACK KEY BILLS



2010 Legislative Session: Track Key Bills
Use this resource to track the status of key bills that are being followed by the Florida League of Cities. Bill information is automatically updated as new information is made available so please check back often to receive information on bills affecting your city. [MORE>](#)



The President's Initiative



Video Update: President Marks' Five-point Plan for Florida's Cities
Newly installed League President John Marks has unveiled his five-point plan to help cities succeed. Upon taking the helm of the state's largest municipal association, President Marks has moved full steam into his new initiative. Stay apprised of updates from his plan here. [MORE>](#)

MORE NEWS

LATEST NEWS

DATAGRAM

CLASSIFIEDS

EVENTS



Broadband Infrastructure Grant Deadlines Extended
Source: Allison Payne
NTIA and RUS will grant a limited extension of time to file infrastructure applications in the second funding round. National Telecommunications Information Administration

HOT TOPICS

- 2010 FLC Conference Exhibitor and Sponsor General Information
- Survey: Proposed Senate Legislation Regarding Recycling
- Florida League of Cities Announces Director of Insurance and Financial Services
- 2010 Census Toolkits Now Available



Sophicity
We put the IT in city

Dated content archived.

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User Engagement

facebook

Keep me logged in

dave.mims@sophicity.com Password

Sign Up Florida League of Cities, Inc. is on Facebook
Sign up for Facebook to connect with Florida League of Cities, Inc.

FLORIDA LEAGUE OF CITIES, INC.

The Florida League of Cities, Inc., often referred to as the "League", is the official organization for city officials in Florida.

Information

Location:
301 S. Bronough Street, Suite 300
Tallahassee, FL, 32301

Phone:
(850) 222-9684

Mon - Fri:
9:00 am - 5:00 pm

Fans

6 of 376 fans See All

Denise Pat Sharon

Richard Debra Rick

Florida League of Cities, Inc.

Wall Info Photos Boxes Video Notes >>

Florida League of Cities, Inc. + Fans Florida League of Cities, Inc. Just Fans

Florida League of Cities, Inc. The 60-day session has begun, let's advocate!

2010 Legislative Session
8 new photos
2 hours ago · Comment · Like · View Feedback (2)

Florida League of Cities, Inc. just thanked Sen. Bennett for removing harmful language from SB 1742. We are still watching the outcome of this growth management bill...
Yesterday at 11:30am · Comment · Like

Florida League of Cities, Inc. is at the Capitol in the Senate Community Affairs meeting...
Yesterday at 10:21am · Comment · Like

Florida League of Cities, Inc. The 60-day session has begun, let's advocate!

2010 Legislative Session
4 new photos
Yesterday at 8:25am · Comment · Like · View Feedback (2)

Florida League of Cities, Inc. Mayors rally at the Capitol to tell state lawmakers

Engage people 2-way.



User Engagement

The screenshot shows the Twitter profile of 'gacities' (GA. Municipal Assoc.). The profile includes a header with navigation links (Home, Profile, Find People, Settings, Help, Sign out), a profile picture, name, location, website, and bio. It also displays statistics: 32 following, 294 followers, and 11 listed. The main content area shows a list of tweets, each with a text preview, a link, and a timestamp. The right sidebar contains sections for 'Tweets' (755), 'Favorites', 'Lists' (@gacities/cities), 'Actions' (block gacities, report for spam), 'Following' (a grid of user avatars), and an 'RSS feed of gacities's tweets' link.

Provide digestible chunks.



User Engagement

GEORGIA CITIES *Connecting CITY HALL to the GOLD DOME*
2010 CONNECTION

Home Issues Candidates News Commentary About

Don't Mess with the Property Tax
The property tax is the ideal way to raise revenue for local government services.
David Brunori
Contributing Editor to State Tax Notes

Latest Updates
Roy Barnes' responses to the GMA questionnaire
Austin Scott's responses to the GMA questionnaire
Eric Johnson's responses to the GMA questionnaire

Polls open on November 2 in ...
241 days, 15 hours, 50 mins, 25 secs

Candidates for Governor
Alvin, Baker, Barnes, Bartell, Camon, Chapman, Deal, Handel, Ingham, Jamison, Johnson, McBerry, Monds, Oxendine, Perkins, Porter, Poythress, Scott

News
Porter states case to be governor
Added: March 5, 2010 | Statesboro Herald
Dem gubernatorial hopefuls blast GOP at Savannah fundraiser
Added: March 5, 2010 | Savannah Morning News
Oxendine leads GOP primary
Added: March 4, 2010 | Public Policy Polling
Barnes leads in Governor's Race
Added: March 3, 2010 | Public Policy Polling
Deal's resignation upends state politics
Added: March 2, 2010 | Atlanta Journal-Constitution
[More News](#)

See what the candidates are saying on Twitter
VoteDeal Thanks to Denny Schaffer of 920 AM for a great conversation on healthcare & the #gagov's race-been a busy day on the airwaves. #dealreal 36 minutes ago
johnoxendine Will be speaking tomorrow morning Polk County GOP tomorrow morning in the Cedartown Library. Come and join me at 9am. 9 minutes ago
DavidPoythress More endorsements and education cuts:

"America's roads and bridges, schools and hospitals, airports and"

Self Service



ING 

VIEW TV ADS | SEND TO A FRIEND | ING USA | ING DIRECT

[Find Your Number](#) [Save For Retirement](#) [Protect Your Savings](#) [Enjoy Your Retirement](#) [For Financial Professionals](#)

ING Makes Planning for Retirement Easier

Retire the way you want

I'm 4 years from when I want to retire, so it's good to know my number.

Sam found his number

Just knowing my number makes me feel empowered.

\$1,363,105

\$9,434 is how much I'll save over 4 years by taking the train to work.

Take control of your future

Find Your Number Now →

Find Your Number Now →

Save for Retirement LEARN MORE

Protect Your Savings LEARN MORE

Enjoy Your Retirement LEARN MORE

For Financial Professionals HELP YOUR CLIENTS PLAN FOR THE FUTURE →


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I can update my distributions.



Self Service



Advocacy Service INNOVATION

[Home](#) [News](#) [Resources](#) [Policy Center](#) [Events](#) [Services](#) [Training](#) [Federal Stimulus](#)

Legislative Session

- [Legislative Session Home](#)
- [Help](#)

Search Options

- [All Legislation](#)
- [Bill Number](#)
- [Date Added/Updated](#)
- [Subject Area](#)
- [Keywords](#)
- [Local Legislation](#)
- [My Bills](#)

2010 LEGISLATIVE SESSION

State Budget Situation: Terrible (February 26, 2010)
This past week there were a number of budget presentations at the Capital and what one takes away from those hearings is that the state's revenue situation is absolutely terrible.

Audio: GMA update on the state budget and local revenue bills (February 26, 2010)
Lamar Norton, GMA's Director of Governmental Relations, discusses the state's budget, legislation that would limit municipal revenues and the need for city officials to remain engaged in the legislative process.

Recently Updated Legislation

Bill	Title	Updated
HB1218	Transportation Investment Act of 2010	03/05/2010
HR1	Property Assessment Cap	03/05/2010
SB432	Streamlined Collocation Process	03/05/2010
HB244	GEFA: Return Funds to State & Name Change	03/05/2010
HB1094	Water Stewardship Act of 2010	03/04/2010

[See more updated bills](#)

Recently Added Local Legislation

City	Bill	Title	Added
LaGrange	HB1213	Levy excise tax; authorize	02/18/2010
LaGrange	HB1212	Redevelopment Powers Law; authorize	02/18/2010
Morrow	HB1197	Levy excise tax; authorize	02/18/2010
Blue Ridge	HB1176	Fannin County Water Authority Act; enact	02/17/2010
McCaysville	HB1176	Fannin County Water Authority Act; enact	02/17/2010

[See all local legislation](#)

Legislative Alert

[March 5, 2010 - Legislative Alert](#)
[February 26, 2010 - Legislative Alert](#)
[View All Alerts](#)

Useful Links

- [Legislative Policies](#)
- [Governor Perdue's Home Page](#)
- [General Assembly Home Page](#)
- [Live Audio and Video of the General Assembly](#)

Legislative News

[Revamped bill favors local control over transportation funds](#)
March 5, 2010 | Atlanta Business Chronicle

[Ralston says jobs key to recovery](#)
March 4, 2010 | Dalton Daily Citizen

[Concerns flow about transportation funding bill](#)
March 3, 2010 | Atlanta Journal-Constitution

[Ralston's realization](#)
March 1, 2010 | Savannah Morning News

[State floats RFP in sell-off of water, sewer loans](#)
March 1, 2010 | Atlanta Business Chronicle

I can see how that bill is doing?



Self Service

The screenshot displays the website of The Florida League of Cities, Inc. The header includes the league's logo, name, and navigation links: Home, Become a Fan, and Contact Us. A search bar is also present. The main navigation menu lists: HOME, LEGISLATIVE / ADVOCACY, SERVICES, FINANCIAL SERVICES, FMIT INSURANCE, PUBLICATIONS, TECHNOLOGY SERVICES, RESOURCES, LEAGUE INFORMATION, and EVENTS & TRAINING. The featured section is for the Florida Municipal Insurance Trust, with the tagline "Leading the market... Delivering quality... Focused on you...". Below this, a sub-menu includes Insurance Home, Coverages, Services, News, Help Center, and Contact Us. The "Risk Control Services" section describes the department's role in providing safety services and resources. A list of services includes field surveys, technical assistance, safety program development, training seminars, video/dvd library, poster development, quarterly magazine, online training, loss analysis, targeted service for high loss frequency, insurance valuation, and matching safety grant funds. A "MANAGE YOUR POLICY" section offers a login for online policy access. A "QUICK LINKS" sidebar contains buttons for "Request a Quote", "Find Your FMIT Contact", "Report Fraud", and "Risk Control Services". At the bottom, there are links for "Safety Training Programs", "Safety & Health Training and Education", and "Safety & Health Posters and Handouts".

Florida Municipal Insurance Trust
*Leading the market...
Delivering quality...
Focused on you...*

Insurance Home | Coverages | Services | News | Help Center | Contact Us

Risk Control Services

The Florida League of Cities' Risk Control Department provides a wide variety of safety services and resources. Risk Control Services is set up to assist your own Safety & Health or Risk Management departments or those employees assigned as the safety coordinator in reducing or eliminating your exposures to loss thereby reducing or eliminating your accidents.

We have a number of services we provide to reach this goal:

- Field surveys
- Technical field and office assistance
- Customized safety program development and implementation
- Training and educational seminars and workshops
- Comprehensive safety & health video/dvd library
- Poster and video development capabilities
- Quarterly magazine
- Web site with online training soon
- Tailored Loss Analysis and Loss Runs
- Targeted service for high loss frequency and severity
- Insurance to value capabilities
- Matching Safety Grant funds

Want to learn more about what we have to offer? Click on any or all of these options:

- [Safety Training Programs](#)
- [Safety & Health Training and Education](#)
- [Safety & Health Posters and Handouts](#)

MANAGE YOUR POLICY

Login to access your insurance policy online.

Login

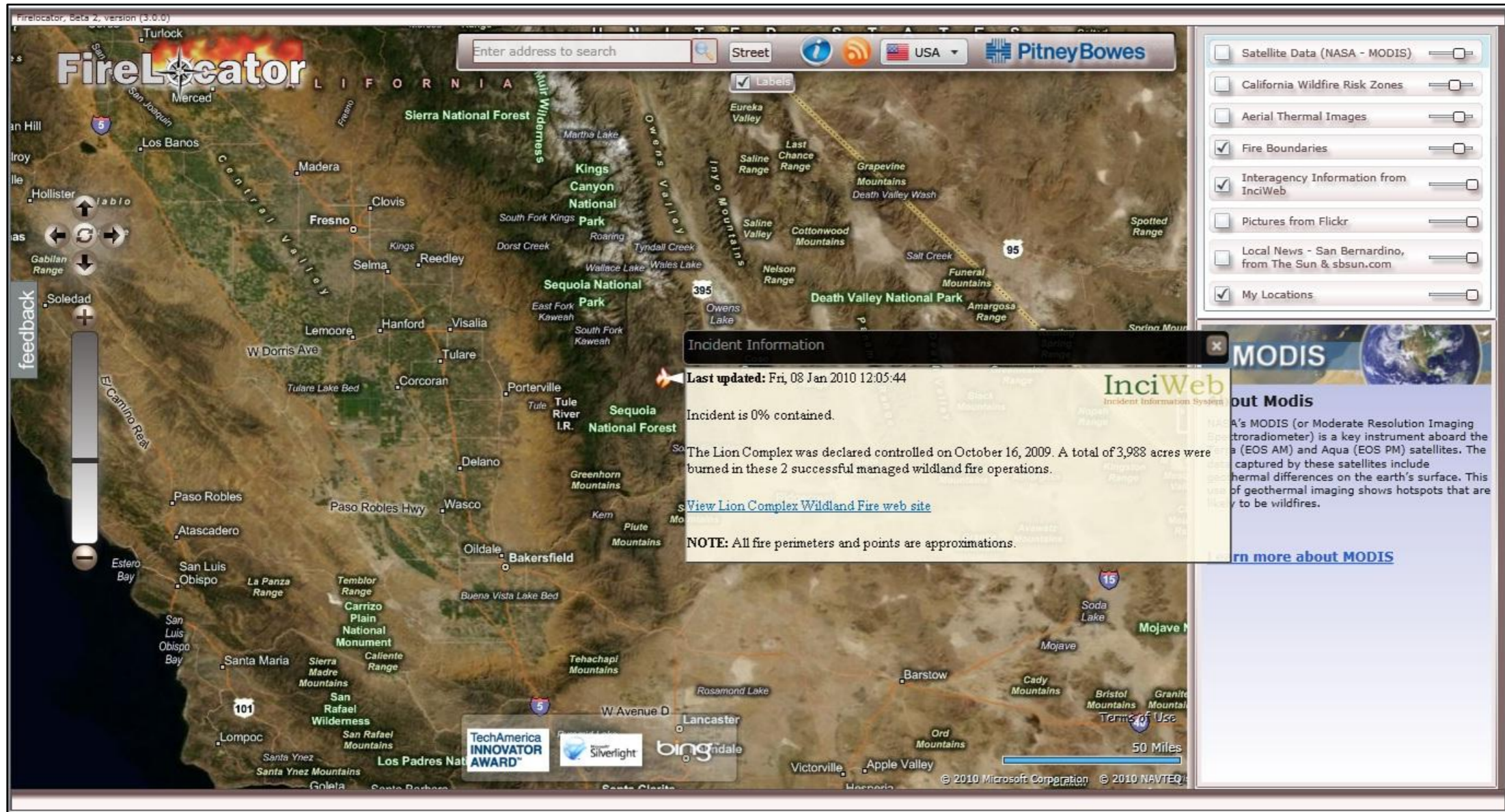
QUICK LINKS

- [Request a Quote](#)
- [Find Your FMIT Contact](#)
- [Report Fraud](#)
- [Risk Control Services](#)

I can submit that form.




Rich Experience








Even in the browser
an intuitive and interactive
look-n-feel to accomplish tasks.





Rich Experience

**GEORGIA
MUNICIPAL
ASSOCIATION**

 Member  Program Year  Invoicing  Auditing  Reports 2010

GMA Worker Compensation Setup Data

Payroll Classification Rates

Delete	PCR Code	PCR Description	PCR Rate
	8810	Clerical	0.32
	8831	Animal Control	1.87
	8835	Nursing	0.50
	8868	School-Professional Employees	0.50
	9014	Mosquito Control	4.74
	9015	Bldg Maintenance	5.51
	9016	Exhibitions	2.79
	9033	Housing Authority	2.96
	9060	Club-Country	2.93
	9101	School-All Other Employees	4.77
	9102	Parks	3.71
	9179	Athletic Team or Park-Contact Sports	4.48
	9182	Athletic Team	1.94
	9220	Cemetery Operation	7.30

Add Classification

Save

Individual Setup Data

Experience Modifications

Deductible Modifications

Volume Modifications

Audit Methods

Departments



Rich Experience

GEORGIA MUNICIPAL ASSOCIATION

Home Organizations Individuals Valuation Management System Administration Debug Options

Editing Organization - Abbeville

Plans and Classes

- Abbeville 1/1/2007
- Abbeville 9/1/1998
- Employee - Inception date
- Official - Inception Date

Provision Editor

- Eligibility Conditions
- Waiting Period
- Establishing Participation in the Plan
- ▲ Credited Service
 - Credited Past Service
 - Prior Military Service
 - Prior Governmental Service
 - Unused Sick/Vacation/Personal Leave
- ▲ Retirement Eligibility
 - Early Retirement Qualifications
 - Normal Retirement Qualifications
 - Alternative Normal Retirement Qualifications
 - Disability Benefit Qualifications
- ▲ Retirement Benefit Computation
 - Maximum Total Credited Service
 - Monthly Normal Retirement Benefit Amount
 - Monthly Early Retirement Benefit Amount

Unused Sick/Vacation/Personal Leave

The following types of unused leave for which the participant is not paid shall be treated as Credited Service: personal leave, and compensatory leave.

The participant must be 100% vested in a normal retirement benefit.

Unused leave shall count as Credited Service for the purpose(s) of: computing amount of benefits payable, and meeting minimum service requirements for benefit eligibility.

Maximum credit for unused leave shall be limited to a maximum of 0 months.

Credit for Unused Leave shall accrue at the rate of one year of unused leave credit for every 1 year(s) of Credited Service with the Adopting Employer. Partial months are not creditable.

Previous Next

Ok Cancel

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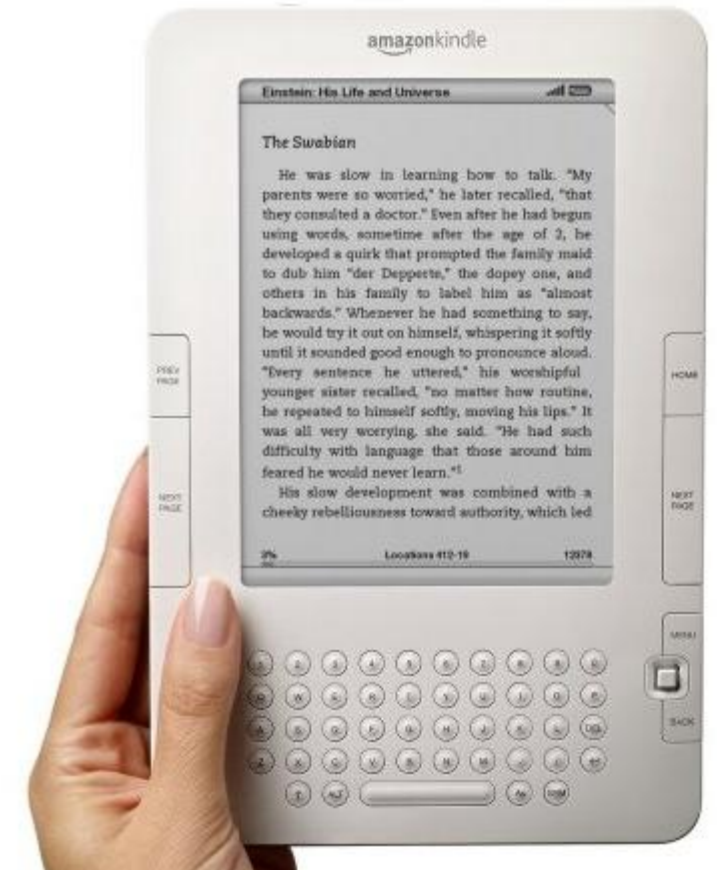
Modern Web Services

But what is missing?



Future Member Services

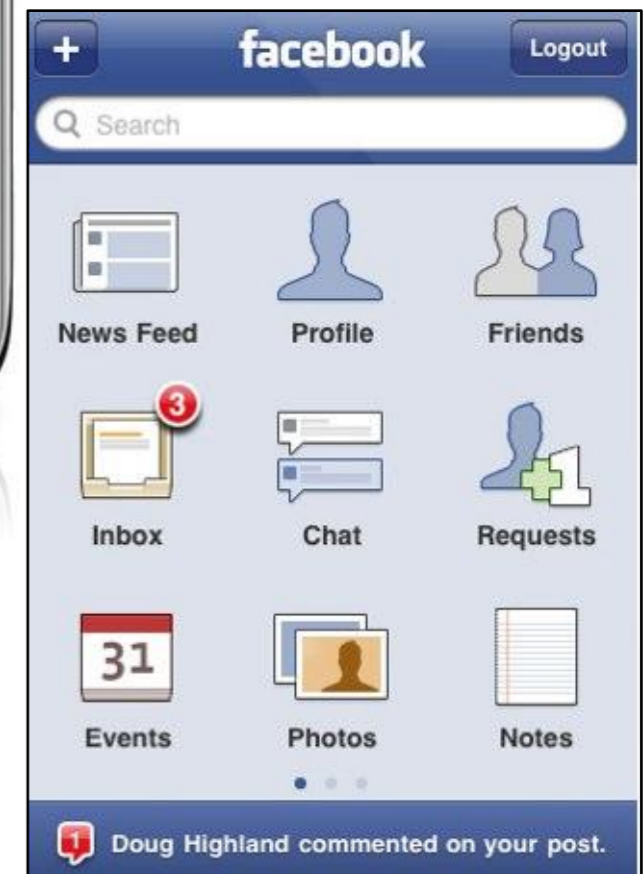
- People Focused
- Rich Experience
- Full Service
- Any Device
- Any Time



People, Any Device, Any Time



OR

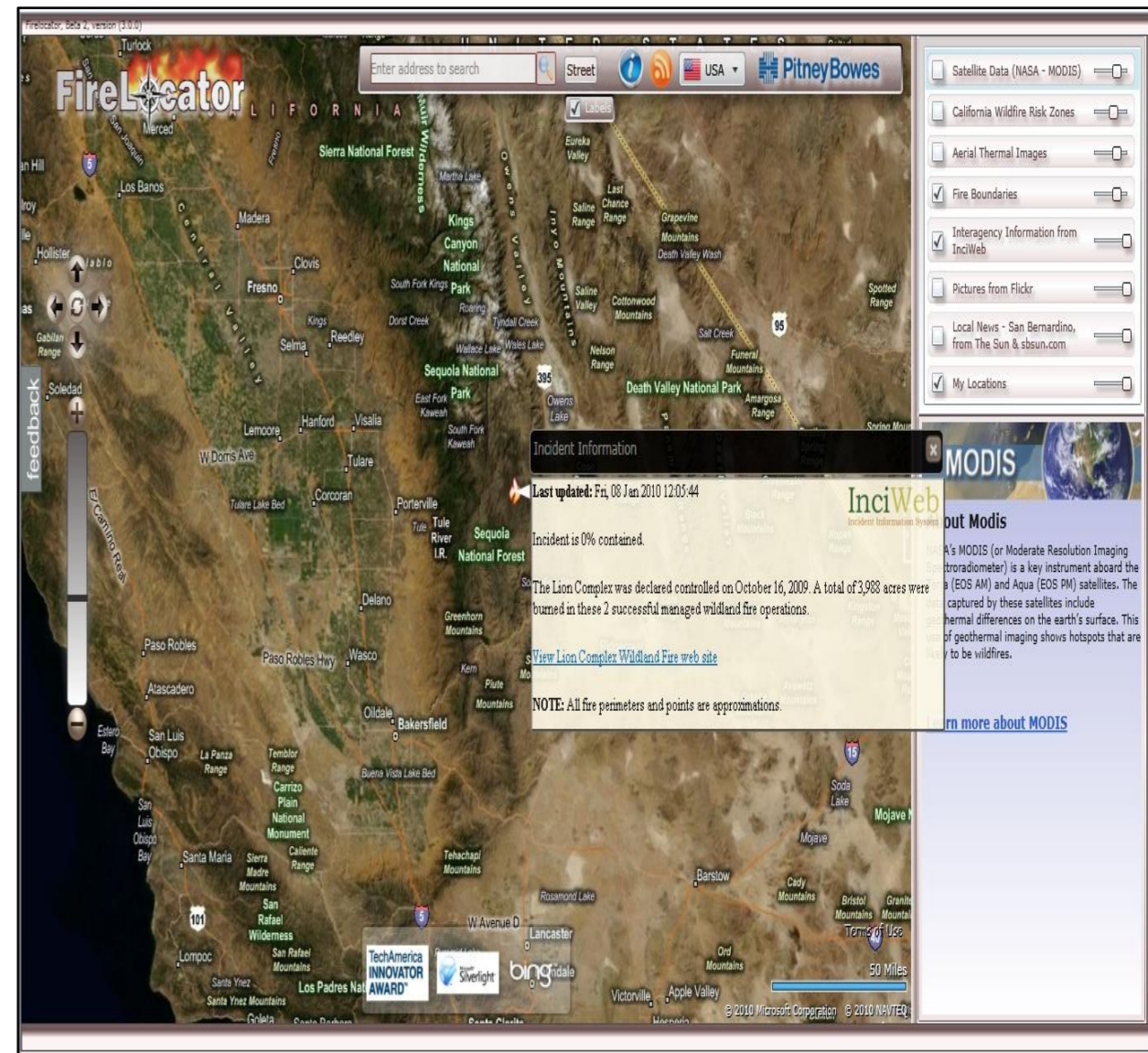


Rich Experience



The screenshot shows the camillaga.net website. At the top, there's a "Protecting Your Email" MagicMail banner and a "CNS" logo. The main content area is divided into several sections: "GOVERNMENT", "COMMUNITY", "CNS", "TECHNICAL SUPPORT", and "CONTACT US". A "Pause Live TV" section is on the left. The "NEWS OF INTEREST" section lists links like "View the City of Camilla's Job Openings" and "City of Camilla Surplus Items Auction". A "CODERED weather WARNING" banner is also present. The "HEADLINES" section features a "Top Stories" item about a client ID problem. The "WEATHER" section includes a "Camilla Weather Forecast, GA" link. The "STOCK QUOTE" section has a "StockConsultant.com" widget. The "REGIONAL NEWS" section lists links to "Albany Herald", "Atlanta Journal-Constitution", "South Georgia Online", and "Tallahassee Democrat". The "NATIONAL NEWS" section lists links to "CNN", "Fox News", and "MSNBC".

OR



The screenshot shows the FireLocator application interface. It features a map of California with fire incident data overlaid. A sidebar on the right contains various filters and controls, including "Satellite Data (NASA - MODIS)", "California Wildfire Risk Zones", "Aerial Thermal Images", "Fire Boundaries", "Interagency Information from InciWeb", "Pictures from Flickr", "Local News - San Bernardino, from The Sun & sbsun.com", and "My Locations". The main map area displays a fire incident with details such as "Incident Information", "Last updated: Fri, 08 Jan 2010 12:05:44", and "Incident is 0% contained". The application also includes a search bar at the top and a "PitneyBowes" logo.



Full Service

OR

[Home](#) [Translate](#) [Contact Us](#) [Region Map](#)
City of Savannah 5618 White Bluff Road Savannah GA 31405

CWIB

COASTAL WORKFORCE INVESTMENT BOARD

Employment Training & Connections throughout Coastal Georgia

Training Provider Public Notice can be accessed under CWIB Info. Contact information and packet access is included in the announcement.




Coastal Workforce Services

have tried to make navigation through the site as intuitive as possible. Coastal Workforce Services & the local Workforce Board have many partners who assist us in every aspect



Friendly One-Stop counselors
Special events and resources.



Workforce Development Specialists.
Education funds and financial aid, job training programs, Georgia career information and counseling and Georgia job and labor searches in the coastal area



School-to-work assistance. Childcare resource, programs and services, job interview skills and techniques, and Coastal area employment.
Select [Coastal Workforce Reports](#)



[Site Map](#)

Welcome message | Coastal Brochure

[About Us](#) | [The Board](#) | [Career Centers](#) | [CWIB Info](#) | [News Makers](#) | [Calendar](#)

Web site designed by TrackSource Management Systems

 **The Florida League of Cities, Inc.** Home | [Become a Fan](#) | [Contact Us](#)

search site

HOME | LEGISLATIVE / ADVOCACY | SERVICES | FINANCIAL SERVICES | FMIT INSURANCE | PUBLICATIONS | TECHNOLOGY SERVICES | RESOURCES | LEAGUE INFORMATION | EVENTS & TRAINING

Florida Municipal Insurance Trust

Leading the market...
Delivering quality...
Focused on you...

Insurance Home | Coverages | Services | News | Help Center | Contact Us

Anonymous Fraud Reporting Form

* Indicates required fields. If you do not know the information please enter "NA" in the required field.

Reporter Information

First Name of Reporter:

Middle Name of Reporter:

Last Name of Reporter:

Address of Reporter:

Phone Number of Reporter:

Email Address of Reporter:

Fraud Information

Description of Suspected Fraud: *

First Name of Claimant: *

Middle Name of Claimant:

Last Name of Claimant: *

Alias Name:

Address:

City:

State:

MANAGE YOUR POLICY

Login to access your insurance policy online.

QUICK LINKS

 [Request a Quote](#)

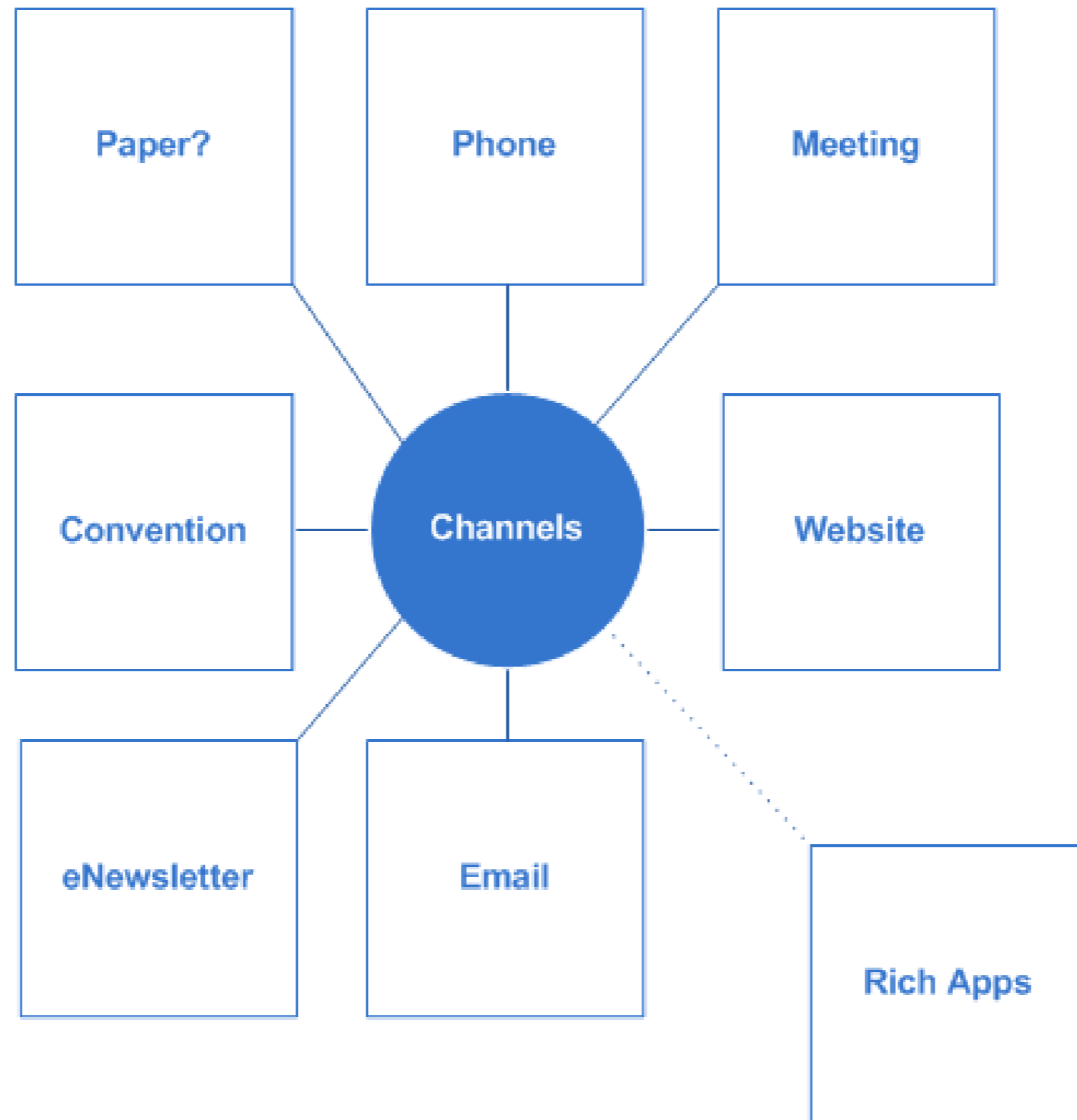
 [Find Your FMIT Contact](#)

 [Report Fraud](#)

 [Risk Control Services](#)



Future Member Services





Consider

Reduced Operational Cost

What if your membership can service themselves for *some, more, or many* of the requests that burden staff today?



Consider

Crowd Sourced Data

What if your membership, *themselves*, are updating and adding the data you manage?



Consider

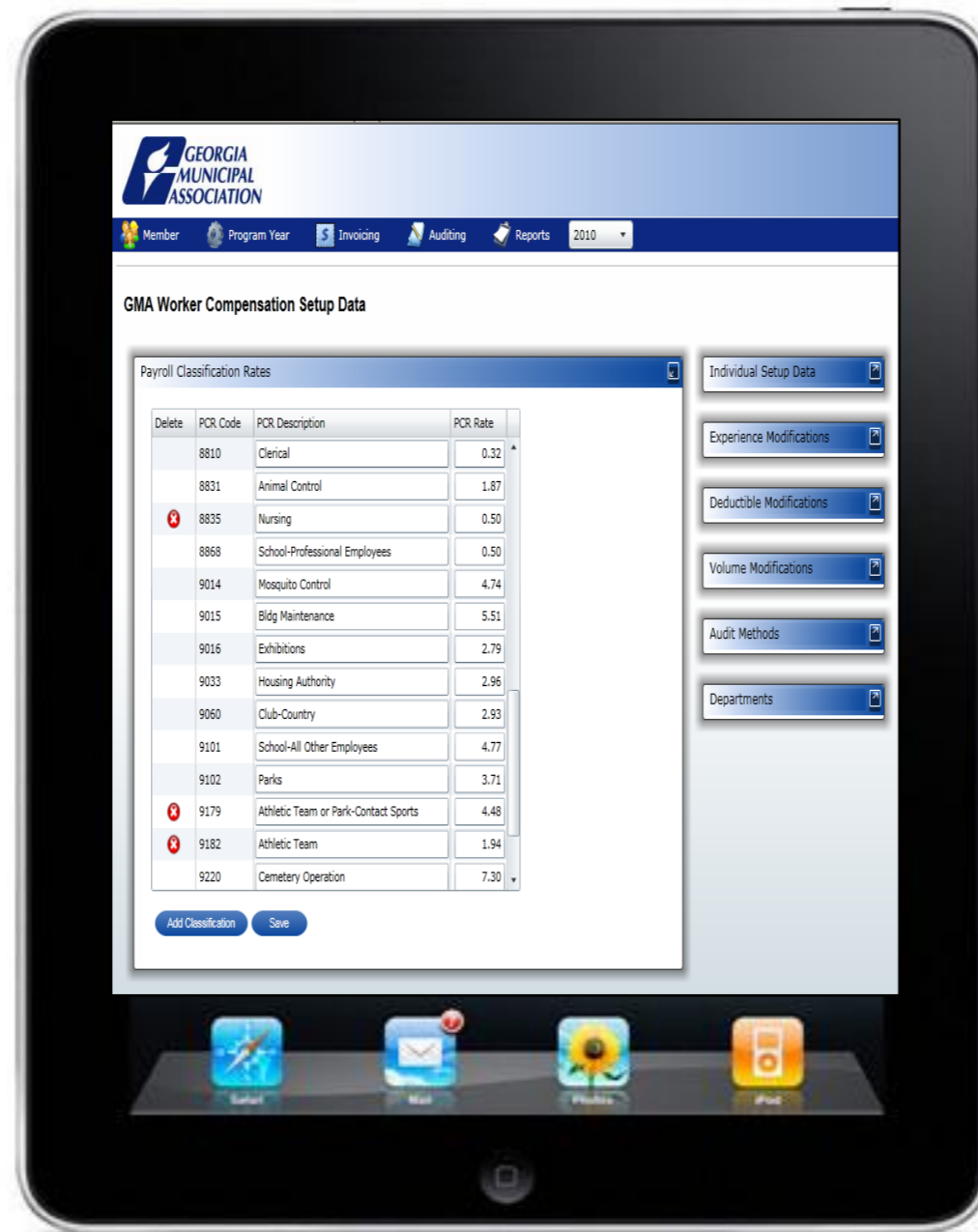
Social Media

Historically, when a chance for someone to become heard is available, what happens?

1. Scribe	5. Web
2. Gutenberg Press	6. Email
3. Radio	7. MySpace / LinkedIn / Facebook
4. TV	8. Twitter



Consider



Rich anywhere anytime devices are in everyone's hands today. Shouldn't your member services be in their hands as well?



Take Aways

- Modern website is required.
- Social Media is expected.
- Apps are here.

Don't be left behind.



Questions?

Dave Mims, President
davemims@sophicity.com
770-670-6940 x110

Visit us on the web at:
Sophicity.com

Signup for our Monthly Newsletter

